

**Office Supplies  
Preferred Contract Reference Guide and  
Frequently Asked Questions (FAQs)**

**Where is the Staples catalog located within eStores?**

The Staples catalog is located in the supplier websites section of eStores.

**How do I obtain a hardcopy Staples catalog?**

Request a hardcopy catalog using Staples Item # [24180910](#)

**What is the daily cut-off time to submit an order?**

Orders can be submitted at any time, but orders received after 4:00 p.m. will not make the second day shipment.

**When will orders be delivered?**

Orders placed by 4:00 p.m. will be delivered the second day after receipt by Staples (i.e, orders entered and approved on Monday will be delivered on Wednesday.)

**How will I receive a confirmation of my order?**

On receipt of a purchase order through eStores, Staples will send a confirmation email to the individual who is indicated in the “comments” of the purchase order.

**How do I narrow my product search in the catalog?**

When you search a broad category, i.e. pens, thousands of items may be available to view. In order to search by lowest to highest price, you must first narrow your search enough to bring to available product count to 450 items or lower.

To narrow your search, click on the drop down arrow next to “All filters” on the right hand side. Select some of the variables that appear as options, i.e. brand or point size.

Once the number of available items is under 450, you can click on the drop down arrow next to “Sort by” on the right hand side, and select “price” (low to high), (high to low), “best match”, “top rated” or “best sellers”.

#### **How will I know if a product is on backorder?**

The expected ship date for each item will display in the supplier website as the transaction is entered. Confirmation notices sent via email will also identify items that are on backorder.

#### **Will any products be automatically substituted?**

No. Customers will have the option of choosing an alternative product at a lower cost, but substitutions will not happen automatically.

#### **Who will deliver my Staples orders?**

Staples will deliver every day to OSU Receiving. The OSU Receiving department will enter receipts for each order and deliver Staples orders directly to Columbus campus locations. (Excludes: OSU’s Wexner Medical Center).

#### **How do I initiate a return request?**

All returns to any eStores supplier can be initiated through the online return request form on the OSU [Central Receiving website](#).

#### **Are any products blocked from the Staples supplier website?**

Yes. Ohio State has separate contracts for several categories of products, so Staples has agreed to block these from their supplier website:

- Batteries
- Break room supplies and beverages
- Computer hardware and accessories
- First aid supplies
- Furniture
- Janitorial supplies
- Paper (Recycled)
- Photography and Videography equipment and supplies

- Printers and copiers
- Promotional products and apparel
- Safety Supplies

### **How will I receive any updates on the catalog offerings?**

The eStores Team will include written updates on the Staples catalog as needed via News Link or the [eStores website](#).

### **Who should I contact with further questions?**

- Susan Petrak is the Staples on-site Customer Service Consultant. Susan is responsible for product sourcing, item returns, price and invoice issues and training OSU customers on using the Staples eStores catalog. She can be reached directly at [susan.petrak@staples.com](mailto:susan.petrak@staples.com) or by phone at (614) 800-4626; during university business hours.
- Sherry Huegel is the manager of the office supply contract with Staples. Contact Sherry with any contract or service issues. Sherry can be reached at [huegel.1@osu.edu](mailto:huegel.1@osu.edu) or (614) 688-4415.

### **What has changed?**

**Customer specific supplier website.** All OSU approved office supplies are available in a supplier catalog within eStores. Users will be able to search order history and save favorites within the supplier website for future reference and re-order.

**No automatic substitutions.** Staples will offer lower cost alternative products where applicable during the catalog search for specific products. Users will have the option of choosing whichever product they prefer.

### **What will remain the same?**

**Central delivery.** Staples will deliver all Columbus campus orders to Central Receiving. Regional campuses and remote OSU locations will receive direct delivery from Staples.

**On-site customer service.** A dedicated Customer Service Consultant will be available daily during university business hours to assist OSU customers with questions on product specifications, pricing and availability.

## Preferred Contract Reference Guide

<b>Batteries</b>	<b>OSU Stores:</b> Consumer grade batteries are available thru OSU Stores.
<b>Break room supplies</b>	<b>OSU Stores:</b> Cups, plates, dishwashing detergent, napkins, coffee creamer, sugar, coffee stirs, cutlery, paper towels, wax paper and foil, zip lock bags. OSU Stores' catalog is located inside the initial eStores search page.
<b>Beverages</b>	<b>OSU Stores:</b> Coffee, tea, hot chocolate and Coke products (including Dasani water). OSU Stores' catalog is located inside the initial eStores search page.  <b>Aramark:</b> Coffee, tea, creamer, sugar, sugar substitutes, cups and lids. The Aramark catalog is located in the eStores initial search page.
<b>Computer Hardware</b>	<b>Dell Computer:</b> OSU standard configurations for Dell desktop and laptop computers. Custom equipment is also available. The Dell Computer catalog is located in the supplier website section of eStores.  <b>CDWG</b> offers OSU standard configurations for Hewlett Packard desktop and laptop computers. Custom HP equipment is also available through CDWG. The CDWG catalog is located in the supplier website section of eStores.  <b>Apple:</b> All Apple products should be purchased through <a href="#">TechHub</a> .
<b>Computer Supplies</b>	<b>CDWG and Gov Connection</b> offer comprehensive catalogs of computer peripheral supplies. Both catalogs are located within the supplier websites section of eStores.
<b>First Aid Supplies</b>	<b>OSU Stores:</b> First aid supplies- Stores (eStores) Band-Aids, spill kits, nitrile, latex and vinyl gloves, first aid ointments and creams, cold packs, sterile gauzes
<b>Furniture</b>	Visit the Purchasing website, contract book, <a href="#">furniture</a> for a listing of furniture manufacturers and dealers.

**Janitorial Products**

**OSU Stores:** Paper towels, bathroom tissue, cleaning products and can liners, hand soaps and sanitizers, cleaning supplies and tools. The OSU Stores catalog is located within the eStores initial search page.

**Paper (Recycled)**

**OSU Stores:** OSU departments are required to purchase, at minimum 30% recycled paper through OSU Stores.

**Photography and Videography Products**

**B&H Photo:** Projectors, lenses, professional video and audio equipment, photographic equipment and supplies. The B&H Photo catalog is located in the supplier website section of eStores.

**Promotional Products**

Visit the Purchasing website contract book for a listing of [promotional product suppliers](#) in eStores.

**Safety Products**

**Fastenal:** Safety apparel and supplies for facilities functions. The Fastenal catalog is located in the supplier website section of eStores.

**Fisher Scientific:** Safety apparel and supplies for laboratory applications. The Fisher Scientific catalog is located in the supplier website section of eStores.